

**YOUR RIGHTS AS A CUSTOMER
CLEARVIEW ENERGY
PUC Certificate No. 10129
PLEASE READ THIS INFORMATION CAREFULLY**

This document summarizes Your Rights as a Customer and is based on customer protection rules adopted by the Public Utility Commission of Texas (PUCT). Contact information for the PUCT is located at the end of this document; you may view the rules of the PUCT referenced herein at www.PUCT.state.tx.us/rules/subrules/electric.

These rules apply to all retail electric providers (REPs), including your regional provider of last resort (POLR).

Contact Information

For Customer Service concerns or questions about your service or product, please contact Clearview Energy's Customer Service department at the following:

8:30-5:30 CST 1-800-746-4046
Fax Number 1-972-546-9991
E-mail: customerservice@clearviewenergy.com
Mail: P.O. Box 130659 Dallas, TX 75313-0659
Website: www.clearviewenergy.com

Public Utility Commission of Texas

Toll Free 1-888-782-8477
Fax Number 1-512-936-7003
TTY Toll Free 1-800-735-2988
Direct 1-512-936-7120
E-mail: customer@puct.state.tx.us.com
Mail: 1701 North Congress Avenue
P.O. Box 13326
Austin, TX 78711-3326

General Protections

REPs may not disclose or sell any confidential customer information, including: your name, address, account number, type or classification of service, historical electricity usage, expected patterns of use, types of facilities used in providing service, individual contract terms and conditions, price, current charges or billing records. This prohibition does not apply to the release of your information under certain circumstances as required by law (including release to the PUCT, an agent of your REP, credit reporting agencies, law enforcement agencies, energy assistance agencies, POLR or your transmission

and distribution service provider (TDSP)). Your information will be shared with other retail REPs or aggregators only with your consent.

Language Availability

You may request to receive information from your REP in English, Spanish or any language in which you were solicited. Such information includes the Terms of Service Agreement (TOS), bills and bill notices, termination and disconnection notices, information on new electric services, discount programs, promotions and access to customer assistance. You will receive this Your Rights as a Customer document (YRAC) and termination and disconnection notices in English and Spanish, or English and your designated language; if you have designated a language other than Spanish and were originally solicited in that language.

Special Services

Your REP may offer special services for hearing-impaired customers and customers with disabilities. If you have a disability or require special assistance regarding your electric account, contact your REP about these special services.

If your REP does not have teletypewriter (TTY) services available for TTY users, you may contact 7-1-1 for RELAY TEXAS. This service connects those who have TTY and need to speak to someone who does not or vice versa. For information please contact the Texas Information & Referral at 2-1-1 or <https://www.211texas.org/211/index.jsp>.

Critical Care or Chronic Condition Customer(DOES NOT APPLY TO PREPAID PLANS)

If an interruption or suspension of electric service will create a dangerous or life-threatening condition, you may qualify as a "critical care or chronic condition residential customer." The application for critical care or chronic condition status may be found online at www.puc.state.tx.us/industry/electric/forms/critical/ccform.pdf, which you and your doctor must complete and return to your TDSP. The critical care/chronic condition request is evaluated and approved or declined by the TDSP. However, if you are not satisfied with the outcome of your critical care/chronic condition determination, you may appeal to your TDSP. If you are not satisfied with the results of the appeal, you may file a complaint with the PUCT.

If approved, the designation or re-designation for a Critical Care Customer is effective for two (2) years or until such time as the person with the medical condition no longer resides in the home. The designation or re-designation for a Chronic Condition Customer is valid for one (1) year or until such time as the person with the medical condition no longer resides in the home. Otherwise, the designation or re-designation is effective for 90 days. The TDSP will send you and the secondary contact (if listed) a renewal application at least 45 days prior to the expiration of your designation. Qualification as a critical care/chronic condition residential customer does not relieve the customer of the obligation

to pay the REP for services rendered, nor does it mean that a critical care customer cannot be disconnected for non-payment. A critical care/chronic condition residential customer who needs payment assistance is encouraged to contact their REP immediately regarding possible deferred payment options or other assistance that may be offered by the REP.

“Do Not Call” List

Consumers may register their name, address and telephone number to the statewide “Do Not Call List,” which will help limit telemarketing calls to your home or business. You may register for the “Do Not Call List” in three ways:

- Online at www.texasnocall.com
- Call toll-free at 1-866-896-6225
- Write to Texas No Call, P.O. Box 313, E. Walpole, MA 02032

You may also visit the PUCT website at www.puc.state.tx.us to subscribe to the “Do Not Call” list and renew online at no charge. Please note that there is a fee to be included in the statewide “Do Not Call List.” The customer registration fee, which cannot exceed five dollars per term, must be paid by credit card when registering online or by telephone. When registering by mail, the fee must be paid by credit card, check or money order. Your registered telephone number(s) will remain on the list for three years from the date your residential or wireless telephone number is first published on the list.

Date Registered:	Calls Stop By:
Jan 1 – Mar 31	June 1
Apr 1 – June 30	Sept 1
Jul 1 – Sept 30	Dec 1
Oct 1 – Dec 31	Mar 1

Please provide your email address when registering. This is exclusively for correspondence from the Public Utility Commission about the Texas “No Call List” program that will include:

- Confirmation of your registration
- Renewal notification 60 days before your registration expires

Your email address will be used for absolutely no other purpose and will not be provided to third parties, unless required by law.

A customer that registers for inclusion on the electric no-call list may continue to receive calls from telemarketers other than REPs. Telemarketers may contact customers:

- With whom they have an established business relationship
- If the customer requested to be contacted
- To collect a debt
- On behalf of a non-profit organization or charity, if the call does not meet the definition of a “telephone solicitation” by attempting to make a sale or gather information that will lead to a sale

- If the telemarketer is a state licensee (ie: insurance or real estate agent, etc.) and the call is not made by an automated device, the solicited transaction is complete with face-to-face presentation to finalize a sales transaction and make payment, or the consumer has not previously told the licensee that the consumer does not wish to be called.

You may instead or may also register for the Texas no-call list that is intended to limit telemarketing calls regarding consumer good and service in general, including electric service.

Obtaining and Cancelling of Electric Services

Deposits

If you qualify for the LITE-UP Texas program you are also eligible to pay a required deposit in two (2) equal installments. Once qualified, a written notification for a deposit will be mailed requiring full payment of both installments before service can be initiated:

- The first installment shall be due no earlier than ten (10) days; and
- The second installment shall be due no sooner than forty (40) days after the issuance of the initial written notification.

Customers may be deemed as having established satisfactory credit if the customer or applicant:

- Is sixty-five (65) years of age or older and the customer is not currently delinquent in payment of any electric service account; or,
- Has been determined to be a victim of family violence. This determination shall be evidenced by submission of a certification letter developed by the Texas Council on Family Violence.

Please call your REP if you believe you are eligible for such programs.

Your REP may waive the service deposit if the customer is medically indigent, although eligibility for medically indigent status must be established annually. In order to be considered medically indigent, the following conditions must be met:

- The customer's household income must be at or below 150% of the poverty guidelines (as certified by a governmental entity or government-funded energy assistance program provider); and
- The customer or customer's spouse must be properly certified (by the person's attending physician, medical doctor, doctor of osteopathy, nurse practitioner, registered nurse, state-licensed social worker, state-licensed physical or occupational therapist or an employee of an agency certified to provide home health service pursuant to 42 U.S.C. ss1395 et seq.) as being unable to perform three or more specified activities of daily living (as defined in 22 T.A.C. ss218.2), or
- The customer's monthly out-of-pocket medical expenses exceed 20% of the household's gross income.
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Unauthorized Change of Service Provider or "Slamming"

A REP must obtain your verifiable authorization before switching your electric service. If you believe your service has switched without your authorization, you may request that the REP in question provide

a copy of your authorization and verification, which must be submitted to you within five (5) business days of your request. If you are not satisfied with this response, you may also file a complaint with the PUCT at the information provided at the end of the pamphlet. Upon receipt of a complaint filed with the PUCT, the REP must respond within twenty-one (21) days of receipt of the complaint, providing all documentation relied upon by the REP related to the authorization to switch. The REP must also cease any collections activities related to the switch and any corrective actions taken to date, if any, until the complaint has been resolved by the PUCT.

If the PUCT determines your service was switched without authorization, the offending REP must take all actions necessary to return you to your original REP as quickly as possible. Your original REP has the right to bill you at the price disclosed in your terms of service from either:

- The date you are returned to your original REP, or
- Any prior date chosen by your original REP for which that REP had the authorization to serve you.

The REP that served you without proper authorization shall, within five (5) days from the date that your service is returned to your original REP:

- Refund all charges paid for the time period the original REP ultimately bills you and
- Responsible for paying all charges associated with returning your service to your REP of choice.

Cancellation of Service without Penalty

You may cancel your contract with your REP without penalty within three (3) Federal business days (including Saturday) after you receive your Terms of Service Agreement. For details on how to cancel your service or any related fees associated with cancellation or termination of service, please see your Terms of Service Agreement. This right of cancellation does not apply when a customer is requesting a move-in or to customers whose REP transfers the customer to the Provider of Last Resort (POLR).

You may also terminate, without penalty, your agreement with your REP if you move out of your current premise or if your REP notifies you of a material change in the terms and conditions of service, as stipulated in the Terms of Service Agreement. A notice will not be issued for changes that are mandated by a regulatory agency or otherwise benefit a customer (i.e.: price decreases).

Availability of POLR

If you are notified that you are subject to disconnection of your electric service, you may seek to obtain services from another REP or the POLR. You have the option to request service from the POLR, which offers a standard retail service package at a fixed, non-discountable rate. Information about the POLR and other REPs can be obtained from the PUCT or the POLR.

Billing

Unauthorized Charges or “Cramming”

Before any new charges are included on your electric bill, your REP must inform you of the product or service, all associated charges, and how these charges will be billed before they appear on your electric bill and obtain your consent for the product or service. If you believe your bill includes unauthorized charges, you may contact your REP to dispute such charges and may file a complaint with the PUCT. Your REP will not seek to terminate or disconnect your electric service for non-payment of an unauthorized charge, re-bill for any unauthorized charge or file an unfavorable credit report against you for disputed unpaid charges that are alleged to be unauthorized (unless the dispute is ultimately resolved against you). If the charges are determined to be unauthorized your REP will:

- Cease charging you for the unauthorized service(s)/product(s),
- Remove the unauthorized charge(s) from your bill, and
- Refund or credit all money paid for any unauthorized charge(s) within forty-five (45) days.

If charges are not refunded or credited within three (3) billing cycles, interest shall be paid to you at an annual rate established by the PUCT on the amount of any unauthorized charge until it is refunded/credited. You may request all billing records under the control of such REP related to any unauthorized charge within fifteen (15) business days after the date the unauthorized charge is removed from your bill. Your REP will not re-bill you for any charges determined to be unauthorized.

Meter Reading and Testing

Please contact your REP or TDSP for information regarding you to read your meter. You have the right to request a single meter test every four (4) years at no cost to you. You or your REP may make this request to your TDSP on your behalf. If a test is performed more than once in a four-year period, and the meter is determined to be functioning properly, then you may be charged a fee for the additional meter test(s) at the rate approved for your TDSP. The TDSP or REP will advise you of the test results, including the test date, testing person and, if applicable, the removal date of the meter.

Deferred Payment Plans and Other Payment Arrangements

If you cannot pay your bill, call your REP immediately; your REP may offer either:

- A short-term payment arrangement that allows you to pay after your due date, but before your next bill is due; and/or
- A deferred payment plan that allows you to pay an outstanding bill in installments beyond the due date of the next bill.

If you receive service from a REP or POLR, your REP must offer you a deferred payment plan unless you have:

- Received more than two (2) termination/disconnection notices during the past twelve (12) months, or
- Been a customer for less than three (3) months and you do not have sufficient credit or payment history from a previous REP.

REPs must offer deferred payment plans for bills that are due during an extreme weather emergency and to customers who have been under-billed in the amount of \$50 or more, which plans may include a five percent (5%) penalty for late payment (although the POLR may not charge a late fee). If you do not fulfill the terms of the payment arrangement or deferred payment plan, your REP or POLR may disconnect service. For details on these programs, see your Terms of Service Agreement or contact your REP.

Financial and Energy Assistance

All REPs must advise their customers about payment assistance programs when customers express an inability to pay or need assistance with bill payment. REPs must also offer level or average payment plans. These programs may be available to you. These programs include:

LITE-UP Texas

If you receive food stamps, Medicaid, TANF or SSI from the Texas Department of Human Services (TDHS) you automatically qualify for a discount on electric service through the LITE-UP Texas program. Customers who do not currently receive these benefits, but whose household income is not more than 125% of the federal poverty guidelines may apply for the discount. Contact LITE-UP Texas toll-free at 1-866-454-8387 for information on how to obtain the discounted rate.

2-1-1 Texas Information and Referral

You may also contact 2-1-1 Texas which is a free, confidential information and referral line. 2-1-1 has the most comprehensive database of community-based organizations, government agencies and nonprofits that exist in Texas. Information can be provided in almost any language. Customers may also acquire more information on the web by visiting <https://www.211texas.org/211/>.

Disconnection of Service

The PUCT has provided that under certain dangerous circumstances (such as unsafe electric line situations) any REP, including the POLR, may authorize your TDSP to disconnect your electric service without prior notice to you. Additionally, your REP may be allowed to seek to have your electric service disconnected for any of the reasons listed pursuant to PUCT Substantive Rule ss25.483 Disconnection of Service.

Prior to disconnecting your service, your REP must provide you with a written Disconnect Notice. This notice must be mailed to you separately or hand-delivered, no earlier than the first day after the date your bill is due. The disconnection date must be ten (10) days from the date the notice is issued and may not fall on a holiday or weekend (or the day preceding) unless the REPs personnel are available to take payments and service can be reconnected.

Additionally, your REP may not disconnect your electric service:

- If the REP received notification by the disconnection date that an energy assistance provider will be forwarding sufficient payment on your account;

- For non-payment during an extreme weather emergency, and upon request, the REP must offer you a deferred payment plan for bills due during the emergency; or
- For non-payment if you inform the REP, prior to the disconnection date stated on the notice, that you or another resident on the premises has a critical medical need for electric service. However, to obtain this exemption, you must enter into a deferred payment plan with your REP and have the ill-person's attending physician contact the REP and submit a written statement attesting to the necessity of electric service to support life. This exemption from disconnection due to illness or disability shall be in effect for sixty-three (63) days and may be applied again after the sixty-three (63) days has expired and the deferred payment plan has been fulfilled.

Restoration of Service

If your service has been disconnected by the REP or the POLR for non-payment, upon satisfactory correction of the reasons for such disconnection, the REP or the POLR will notify your TDSP to reconnect your service. The REP or the POLR will continue to serve you under the Terms of Service Agreement in effect prior to issuance of the Notice of Disconnection. If your service was disconnected due to a dangerous situation, your service will be reconnected once you notify your REP or the POLR that you have corrected and satisfactorily resolved the dangerous situation.

Disputes with Your Electric Provider

Contact your REP if you have comments, questions or complaints about your service. Upon receipt of a complaint, your REP must investigate and notify you of its finding within twenty-one (21) days. If you are dissatisfied with the results of this investigation, you may request a supervisory review, if available. Your REP must advise you of the results of the supervisory review with ten (10) business days of your request. If your REP does not respond to your complaint in writing, the REP shall orally inform you of the ability to obtain the response in writing. If you are dissatisfied with the results of the investigation or supervisory review, you may file a complaint with the PUCT and the Office of the Attorney General, Consumer Protection Division. Please include your name and account number, as well as an explanation of the facts and the resolution you desire in your complaint. For a complaint involving a disputed bill, your REP may not initiate collect activities or termination/disconnection activities or report the delinquency to a credit reporting agency with respect to the disputed portion of the bill. However, after appropriate notice, your REP may send a Notice of Termination/Disconnection for non-payment of any undisputed portion of the bill.

Reporting Outages

Call one of the following to report any power outage or emergency. Report your name, account number, ESID (if available) and the address where power is out and give sufficient detail of the problem to have power restored or reconnected. DO NOT GO NEAR, OR TOUCH, DOWNED WIRES. IF YOU ARE CONCERNED ABOUT YOUR SAFETY, GET TO A SAFE PLACE AND THEN CALL FOR ASSISTANCE BEFORE TAKING ANY ACTION. IF THE POWER OUTAGE AT YOUR LOCATION COULD CAUSE YOU OR A PERSON RESIDING AT THE LOCATION TO SUFFER FROM ILLNESS OR DEATH, SEEK ASSISTANCE WHEN IT IS SAFE

TO DO SO, AT A LOCAL CHARITY, CHURCH OR NEIGHBOR'S HOUSE AND CALL FROM THERE TO HAVE POWER RESTORED.

Power Outages and Emergency Contact Information

Oncor Electric Delivery 1-888-313-4747
(TXU Energy Service area)

CenterPoint 1-800-332-7143
(Reliant Service area)

AEP Central 1-866-223-8508
(CPL Service area)

Texas-New Mexico Power Co 1-888-866-7456
(First Choice Service area)

AEP North 1-866-223-8508
(WTU Service area)